

Housing and Community Development Corporation of Hawaii

PROGRESS IN MEETING THE 5-YEAR PLAN MISSION AND GOALS

HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.

PHA Goal: Expand the supply of assisted housing

Objectives:

Apply for additional rental vouchers:

- Section 8 vouchers and certificates to increase allocation by 1,000 voucher/certificates (30%) over five years.
- *Awarded 1,108 Welfare-To-Work vouchers in 1999 and 79 Fair Share vouchers in 2000. Goal has been achieved in 2000.*
- *In June 2003, applied for an additional 50 Section 8 Mainstream vouchers for persons with disabilities.*

Reduce public housing vacancies:

- Not to exceed 3% vacancy rate.

Leverage private or other public funds to create additional housing opportunities:

- HOPE VI Projects:
 - Mayor Wright Homes (Oahu)
 - *A HOPE VI application was submitted for the Mayor Wright Homes, but not awarded.*
 - Kuhio Park Terrace (Oahu)
 - *HCDCH submitted a HOPE VI application in June 2001, but not awarded.*
 - *HCDCH submitted a HOPE VI application in November 2002, but not awarded.*

PHA Goal: Improve the quality of assisted housing

Objectives:

Improve public housing management: (PHAS score) 90.0

- *The PHAS score is 83%. The HCDCH will be a standard performer for FY 2003. In order to improve the scores, the HCDCH is taking the following actions:*
 - *Financial Condition Indicator - Unit managers have conducted an audit of their tenant ledgers to determine the current balances and those accounts deemed uncollectible. A summary of each project and percent of collection was prepared to identify the problem areas. The amounts that are determined to be uncollectible will be processed through the State Attorney General's Office and written off the account books.*
 - *Management Operations Indicator – Standardized procedures for documentation is being established to insure maximum points are received. Unit turnaround time is being addressed by increasing staffing.*
 - *Resident Satisfaction Indicator – The Resident Services Section is currently working with the Property Management and Maintenance Branch to insure implementation of the follow-up plan is completed.*

- *Enacted State legislation to streamline the eviction process. Act 227, Session Laws of Hawaii 2002 eliminates the agency hearing for appeals while maintaining the grievance hearing and agency eviction hearing.*

Improve voucher management: (SEMAP score) 90.0

- *The SEMAP score is 88% or a standard performer.*

Increase customer satisfaction:

- *Achieve a rating of 6 or higher in the Resident Satisfaction Assessment Sub System (RASS) of the Public Housing Assessment System (PHAS).*
- *Surveys were sent out to a randomly selected number of residents in June 2003. To date, no results have been received.*

Concentrate on efforts to improve specific management functions: (list; e.g., public housing finance; voucher unit inspections)

- *Provide training and incentives for managers who receive high customer satisfaction ratings.*
- *The HCDCH is developing strategies and training for public housing managers and their staff in order to obtain a high rating on the Resident Service and Satisfaction Survey.*

Renovate or modernize public housing units:

- *779 units (substantial rehabilitation).*
- *For the fiscal year, the following projects were completed: Kauhale Nani (50 units); Hale Olaloa (50 units); Waipahu 1 (19 units); Waipahu II (20 units); Waimaha-Sunflower Phase 1 (22 units); and Kalihi Valley Homes Phase 1 (45 units)*

Demolish or dispose of obsolete public housing:

- *There were no units demolished or disposed of for the fiscal year.*

Provide replacement public housing:

- *Waimanalo Homes (34 units)*

Provide replacement vouchers:

- *There were no replacement vouchers for the fiscal year.*

PHA Goal: Increase assisted housing choices

Objectives:

Other: (list below)

- *Geographical Wait List*
 - *Administrative rules have been implemented in December 2001.*
- *Subject to market rental conditions.*
- *Conduct outreach efforts to potential voucher landlords.*
 - *Outreach activities to attract new voucher landlords began in 08/00 and includes owners of accessible units.*
 - *In May 2003, commissioned a mail out survey to measure awareness and perceptions of the Section 8 Housing Choice Voucher Program among landlords across the State of Hawaii. The intent of the survey was to find ways to improve the administration of the program in order to attract additional participating landlords.*
- *Increase voucher payment standards.*

- *Increased voucher payment standards to 110% of the FMRT.*

HUD Strategic Goal: Improve community quality of life and economic vitality

PHA Goal: Provide an improved living environment

Objectives:

Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income developments:

- Conduct financial analysis of all federal housing projects.
 - *A financial analysis has been completed for this reporting year.*

Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments:

- *It is anticipated that the first lower income families will moved into higher income developments in January 2002.*

Implement public housing security improvements:

- *In August 2001, HCDCH received Public Housing Drug Elimination Program funds to target the following sites: Puuwai Momi and Waipahu I & II on Oahu; Makani Kai Hale and Kahekili Terrace on Maui; and Kekaha Ha'aheo, Hanamaulu and Kapaa on Kauai.*
- *By July 2001, HCDCH executed nine drug prevention / intervention service contracts and contracts with the Honolulu and Hawaii County Police Departments for additional enforcement activities for the following targeted areas: Palolo Valley Homes, Mayor Wright Homes, Kaahumanu Homes, Kamehameha Homes, Kalihi Valley Homes, Kuhio Park Terrace, and Koolau Village, and Ka Hale Kahaluu, Kaimalino, and Kealakehe, respectively.*
- *By the end of the fiscal year, HCDCH executed a Memorandum of Agreement with the Honolulu Police Department; similar agreements will be executed with the Maui County Police Department, Kauai County Police Department and the Hawaii County Police Department by the following fiscal year.*
- *In July 2001, HCDCH assisted the Kalihi Valley Homes Resident Association with a number of crime prevention strategies such as the OJJDP Violence Prevention Program proposal, Kaewai Overpass Safety Project, and 21st Century Learning Center-Books and Breakfast Program.*
- *In September 2001, HCDCH staff assisted the Farrington Complex 21st Century Community Learning Center team with organizing community-based youth substance prevention partnerships. The Hawaii Substance Abuse Prevention Advisory Committee worked on the development of the Center for Substance Abuse Prevention - State Incentive Grant. The Farrington Complex submitted a grant proposal to initiate a parenting program called Parenting Adolescent Wisely, a Best Practice recognized by the Center on Substance Abuse Prevention. The Farrington Complex was awarded a State Incentive Grant for \$450,000.00 in November 2001. Target sites are: Kamehameha, Kaahumanu, Kalihi Valley, Kuhio Homes, and Kuhio Park Terrace.*
- *In December 2001, HCDCH worked in partnership with the Attorney General's Crime Prevention and Justice Assistance Division, Department of*

Education's Safe and Drug-Free Schools and Communities Program, Department of Health, Alcohol and Drug Abuse Division, and the Honolulu Police Department to coordinate staff, residents', and community team participation at the Community Action Seminar. HCDCH sponsored 169 participants. The Follow-up Meeting in March 2002 had 137 participants.

- *During the fiscal year, the HCDCH coordinated Neighborhood Watch programs in fifteen public housing sites and Voluntary Tenant Patrols at thirteen sites.*
- *Supported Boys and Girls Club of Hawaii application to fund prevention programs/services for youth in public housing.*

Other: (list below)

- *Promulgated Chapter 15-181, Resident Advisory Board, Hawaii Administrative Rules (effective July 13, 2002).*
- *Supported HCEOC's Resident Opportunities and Self-Sufficiency grant application to form resident councils in ten public housing projects on the Island of Hawaii.*
- *In June 2003, submitted an Economic Development Initiative Special Purpose grant application for \$268,245 to serve as a pass-through for the Boys and Girls Club of Hawaii to address the growing "ice" epidemic in Hilo, Hawaii and to assess and make improvements to an existing facility owned and operated by the Boys and Girls Club of the Big Island.*

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

PHA Goal: Promote self-sufficiency and asset development of assisted households

Objectives:

Increase the number and percentage of employed persons in assisted families:

- Annually assist 300 public housing residents to attain their goals for economic self-sufficiency.
 - *From July 2001 – June 2002, the following assistance has been provided to federal public housing residents:*
 - *20 - 19-Hour Tenant Aides*
 - *31 - High School Equivalency/CBASE*
 - *26 – Goodwill Industries of Hawaii recruited for training in Nurses Aide, A+ Certified Computer Repair, Human Services Worker*
 - *74 – Family Self-Sufficiency: Individual Training Service Plan*
 - *32 – PACT economic self-sufficiency training*
 - *6 – PACT: residents employed as a direct result of training*
 - *50- Security Guard Training by Freeman Guards*
 - *93 – Women's Business Financial Center training (budgeting classes and saving program)*

Provide or attract supportive services to improve assistance recipients' employability:

Other: (list below)

- Encourage and support resident participation in an existing Individual Development Account (IDA).
 - *The HCDCH continues to monitor and encourage resident participation in any IDA program.*
- *Promulgated Chapter 15-195, Section 8 Homeownership Option Program, Hawaii Administrative Rules (effective May 13, 2002).*
- *Submitted and awarded a Resident Opportunities and Self-Sufficiency (ROSS) grant application for \$300,000 over three years at Kalakaua Homes. Partnering with Child and Family Services/Honolulu Gerontology to provide case management/services to assist elderly residents age in place.*
- Provide measures and opportunities to increase the income of residents to complement deconcentration and income targeting.
 - *Training opportunities continue to be offered through the Family Investment Center.*
 - *Continue to assist Kahekili Terrace with the implementation of their Resident Opportunities and Self-Sufficiency grant to develop People's Open Market.*
 - *In June 2003, submitted an application for \$62,500 for a Family Self-Sufficiency Coordinator.*
 - *In June 2003, submitted a ROSS grant application for \$250,000 over three years at Kuhio Park Terrace/Kuhio Homes to establish a Neighborhood Networks.*
 - *In June 2003, submitted a ROSS grant application for \$500,000 over three years at Mayor Wright Homes.*
 - *In June 2003, submitted a ROSS grant application for \$300,000 over three years at the Punchbowl Homes and Pumehana elderly sites. Partnering with Child and Family Services/Honolulu Gerontology to provide case management services to assist elderly residents to age in place.*

HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

PHA Goal: Ensure equal opportunity and affirmatively further fair housing

Objectives:

Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability:

- *Policy and procedures for reasonable accommodation/modification has been completed and disseminated too all offices of HCDCH.*
- *Complaint process has been established for the HCDCH.*
- *On-going education on Fair Housing is being provided to include, but not limited to only workshops, publications, etc.*
- *The Admissions and Continued Occupancy Policy for federal public housing and the Section 8 Administrative Plan have been updated to include the Fair Housing Policy, as well as a service and accommodations policy.*
- *The HCDCH has established a partnership with the counties, non-profits, Hawaii Civil Rights Commission, Legal Aid Society of Hawaii, and the Armed Forces. This collaboration is to address one of the impediments identified in*

the Analysis of Impediments completed in the mid-1990's, which involved the lack of a general awareness of fair housing issues.

- *In collaboration with the counties, HCDCH will update the Fair Housing Analysis of Impediments.*

Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability:

- *Policy and procedures for reasonable accommodation/modification has been completed and disseminated too all offices of HCDCH.*
- *Complaint process has been established for the HCDCH.*
- *On-going education on Fair Housing is being provided to include, but not limited to only workshops, publications, etc.*
- *The Admissions and Continued Occupancy Policy for federal public housing and the Section 8 Administrative Plan have been updated to include the Fair Housing Policy, as well as a service and accommodations policy.*
- *The HCDCH has established a partnership with the counties, non-profits, Hawaii Civil Rights Commission, Legal Aid Society of Hawaii, and the Armed Forces. This collaboration is to address one of the impediments identified in the Analysis of Impediments completed in the mid-1990's, which involved the lack of a general awareness of fair housing issues.*
- *In collaboration with the counties, HCDCH will update the Fair Housing Analysis of Impediments.*

Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required:

Other: (list below)

- Posting of fair housing posters at all projects and office sites.
 - *All project management offices have posters. Two main offices have posted the posters.*
- On-going efforts to educate the public and landlords.
 - *An info-mmercial was created using a local celebrity with instant name recognition and universal appeal and aired on local television stations.*
 - *Bus placards were placed on the mass transit buses on Oahu.*
 - *Free workshops have been conducted for anyone wishing to attend.*
- On-going training to educate staff.
 - *In coordination with several counties, workshops were offered to all staff members.*
 - *The public, residents, and HCDCH staff are making daily contact with the Fair Housing Officer on fair housing issues.*
- Designation of a Fair Housing Officer.
 - *The HCDCH's Compliance Officer has been designated the Fair Housing Officer.*
- Establish a complaint process.
 - *A compliant procedure and process has been developed with the Chief Compliance Officer as the HCDCH's point of contact.*

- *Procedure establishes specific guidelines on the required information needed with each complaint, the numbers of days that a complaint must be submit, the number of days that the Compliance Officer must meet with the complainant, the number of days that a response must be provided to the complainant, review process, and the form to use to file a complaint.*
- Provide information to the public.
 - *The HCDCH in conjunction with the counties has coordinated training for the public, landlords, and employees on fair housing laws.*
 - *Posted Fair Housing placard on mass transit buses.*
 - *Aired an info-mmerical on major local television stations.*
 - *Opened lines of communications with the public, residents, and staff.*
- Implement the Section 504 and ADA transition plans.
 - *Staff attended Section 504 training.*
 - *The HCDCH has established a Five-Year Fair Housing Plan.*
 - *Plans for carrying out the transition plans have commenced. Accessibility issues are being addressed at each project as they are scheduled.*
 - *Currently updated both the Section 504 and ADA transition plan.*

Other PHA Goals and Objectives: (list below)

Improve the housing delivery system through cost-effective management of federal and State government programs and resources.

- *Provide examples of how we improved housing delivery:*
 - *Automated major operational components such as public housing and Section 8 wait list data, work order processing and tracking, materials inventory, and public housing and Section 8 inspections. The computer system was upgraded to provide electronic transmission of HUD's 50058 Forms for public housing and Section 8 programs. HCDCH worked with the vendor to resolve outstanding system issues and restored full support and entered into a two year maintenance agreement that will provide software support and product development services.*
 - *Future automation initiatives scheduled for the upcoming year include general ledger and fixed assets data. Plans are in place to increase utilization of Eviction/Legal module, Inspection Module, and Public Housing Assessment System (PHAS) module.*
 - *Assess the feasibility of upgrading the computer network infrastructure to increase productivity. Throughout 2001 and 2002, personal computers were upgraded, providing faster response time for users. In May 2002, lines were upgraded to provide greater bandwidth to the ICSD, which provides faster access speeds to the Internet. HCDCH is in the process of developing a hardware and network plan, including upgrading the personal computers, cabling, and switches to provide faster response time for users.*
 - *SEMAP and PHAS training have been provided to HCDCH staff.*